

Corrective Action Plan (C.A.P.): Goal 4

Strategy	Action Steps	Responsible Party(ies)	Target Date	Measurement	Status (include date of status update)
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Goal 4: There is a sufficient network available to provide services, and services are provided as needed.

Strategy 1 Ensure network sufficiency.	Action Step 1 Review service utilization information obtained from Focus Groups, community meetings, meetings with case managers and clinical liaisons at each site, training and technical assistance and mentoring activities, complaint data, grievance and appeal information, access to care measures, the Monitor's Independent Review, the AHCCCS Independent Review, the Consumer Satisfaction Survey and other relevant information to identify the sufficient availability of all covered services, including:	ADHS ValueOptions	Begin 10/1/04 Ongoing	Utilization review is conducted and report is completed.	
	<ul style="list-style-type: none"> • Case Management/Clinical Liaison • WRAP/WELL programs • Peer support programs • Pharmacy Services • Residential and Housing resources • Temporary housing • Employment and Rehabilitation services • Services for persons with co-occurring disorders 				

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Strategy 2 Provide staff and consumers with information regarding community resources and how to access services and supports.	<u>Action Step 1</u> Develop written resource materials regarding community resources and availability of and access to all covered behavioral health services. (Resource materials will be readily available and will identify services that can easily be obtained).	ValueOptions ADHS	Complete 11/1/04	Resource materials will be available and reviewed by ADHS.	
Strategy 2	<u>Action Step 2</u> All case management and clinical liaison staff will be trained on how to use the resource directory to access community resources and all covered services.	ValueOptions	Begin 12/1/04 Complete 1/17/05	All staff have received training.	
Strategy 3 Procedures will be developed to identify service gaps and barriers to care.	<u>Action Step 1</u> A formal procedure will be developed to continuously identify and remove barriers encountered by case manager and clinical liaisons.	ValueOptions ADHS	Complete 11/1/04	Procedure is developed by ValueOptions and ADHS and approved by ADHS.	

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Strategy 3	<u>Action Step 2</u> Develop an ongoing process to report unmet needs identified by the clinical team and report gaps in services to the Network Department.	ValueOptions ADHS	Complete 11/1/04	Procedure is developed by ValueOptions and ADHS and approved by ADHS.	
Strategy 3	<u>Action Step 3</u> Review and revise policies for single case agreements for out of network services or other service authorization processes that are obstacles to care.	ValueOptions ADHS	Complete 11/1/04	Procedure is developed by ValueOptions and ADHS and approved by ADHS.	
Strategy 4 Services identified in their ISPs are provided to clients at the five targeted clinics.	<u>Action Step 1</u> Services identified in their ISPs are provided to priority clients at the five targeted sites consistent with the year 2 requirement of Appendix C, item 7.	ValueOptions ADHS	Complete 7/1/05	60% of priority clients at the 5 targeted sites will have all needs met as identified in their ISPs as measured through the Independent Review.	

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Strategy 4	Action Step 2 Services identified in their ISPs are provided to non-priority clients at the five targeted sites consistent with the year 1 requirement of Appendix C, item 8.	ValueOptions ADHS	Complete 7/1/05	30% of non-priority clients at the 5 targeted sites will have their needs substantially met as identified in their ISPs as measured through the Independent Review.	